

Job Title: Night Support Assistant

**Reports to: Night Support Team Leader /
Guest Experience Manager**

Job Purpose:

As a Night Support Assistant you will be responsible for ensuring that the centre is safe and secure at all times whilst on duty. You will be required to work on your own throughout the night, carrying out the key objectives listed below. You will be in a role that requires you to respond to emergency situations and as such may be required to hold a valid first aid certificate. You will also play a vital role in assisting the Facilities Team by supporting the upkeep of the centre.

Key Objectives:

Objective 1: To ensure the centre is safe and secure.

- Carry out regular patrols of centre grounds.
- Keep accurate records of any visitors or deliveries onto centre.
- Working knowledge of any security systems in place, for example CCTV and barrier entry.

Objective 2: To ensure the wellbeing of all guests.

- Respond to any guest queries and problems, solving any issues and communicating outcomes to other colleagues or departments as necessary.
- Support and enforce noise curfews to limit impact on guest accommodation areas.
- Respond to any first aid incidents ensuring all paperwork is completed and accurate.
- Respond to any emergency situations and play an active role in their management, implementing the company procedures as and when required.

Objective 3: To assist with centre presentation.

- To take on simple maintenance jobs as directed by your Line Manager.
- To ensure the upkeep and cleanliness of areas under your responsibility.
- To carry out any health and safety checks as directed by your line manager.
- To promote PGL's environmental policy by rectifying issues and reporting any areas of concern.

Personal Specification

Qualifications / Experience:

	Essential	Desirable
Excellent communication skills	✓	
Ability to work on your own	✓	
Previous experience in a Night Support role		✓
First Aid at Work		✓

Competencies:

Creates a positive impression of the Company when dealing with customers
Maintains a positive and cheerful attitude with customers
Empathises with client's issues or problems. Resolve queries as quickly and effectively as possible
Provides appropriate advice and support to customers
Uses appropriate verbal and non-verbal language
Makes timely decisions based on immediate information, prior knowledge and previous experience
Follows pre-set procedures when required
Learns from experience. Reflects on outcomes of decisions in order to inform future decisions
Is prepared to make decision with limited information when required
Accurately assesses the urgency and importance of the decision needed.
Applies experience and common sense to understand issues and resolve problems
Prioritises tasks effectively to ensure priority items are completed
Asks for help and support when it is needed

Additional Information:

Right to Amend The company reserves the right to amend the job description in consultation with the member of staff to reflect changes in the role.

Safeguarding of Children Due to the nature of the role, all Night Support Assistants employed by PGL are required to obtain satisfactory enhanced checks from the Disclosure and Barring Service (DBS) or a Protection of Vulnerable Groups Check (PVG), which PGL will pay for. Additionally all PGL staff will need to have received two satisfactory references prior to starting employment.

You have a duty to report any safeguarding concerns through the appropriate channels throughout your employment with PGL.